

PHARMACY BENEFIT MANAGERS OVERSIGHT



The Department is committed to enforcing the law, investigating instances of non-compliance and helping Pharmacy Benefit Manager (PBM) entities achieve regulatory compliance in Idaho.

NUMBER OF REGISTERED PBMs IN IDAHO

55 / 22

126

COMPLAINTS SUBMITTED (SINCE 1/1/2025)

65 / 54

CURRENT OPEN CASES

RESOLVED CASES

[24 Complaints
30 Inquiries]

Top 5 Complaints Against PBMs

1. Dispensing Fees
2. Mac Appeal Review
3. Adjudication Fee Review
4. Retroactively Denied / Reduced a Claim After Adjudication
5. Contract Dispute

10 ADMINISTRATIVE ACTIONS FILED



PENDING ADMINISTRATIVE ACTIONS

7 CASES SETTLED



Complaint Form

Link

Dispensing Cost Survey

\$26,000

COLLECTED IN FINES AND RECOVERIES